



CHARGEBACK DISPUTE REQUEST

Cardholder Name:

Date:

Address:

City:

State:

Zip Code:

Daytime Phone:

Evening Phone:

Account Number:

Account type:

Debit Card Number:

Fraudulent Transactions

 Lost

 Card not received as issued

 Counterfeit

 Card not present

 Account Takeover

 Stolen

 I did not authorize the transaction(s) listed below.

 Card was listed on the Network Warning Bulletin on: _____

 Cardholder in possession of the card at time of transaction

 My debit card was charged twice. The first charge posted on: _____

 The amount of the transaction below differs from the amount I authorized.

 I Authorized _____ (receipt required).

 Recurring charges after cancellation.

 On _____ I notified the merchant to cancel my monthly/yearly agreement. Spoke with _____ . (Provide proof of cancellation if available)

An Attempt to resolve with the merchant is required for all the dispute scenarios listed below. Please describe the attempt, including dates and time, in the comments field below.

 I did participate in the transaction but I am disputing for one of the following reasons:

 Merchandise or Services not received. Expected date of delivery _____

 Paid by other means. (Include proof of other payment) ex: copy of check, money order, receipt.

 Credit from merchant not received. (Include copy of credit voucher if available).

 Merchandise not as described or defective.

Comments:

Transaction Date:

Disputed Amount:

Original Amount:

Merchant/Terminal Name:

Cardholder Signature: